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(54) **UNIVERSAL QUEUING FOR INBOUND COMMUNICATIONS**

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(57) **ABSTRACT**

Exemplary systems and methods for queuing an inbound communication are provided. In exemplary embodiments, the inbound communication is received by a communication server associated with a communication type of the inbound communication. Communication statuses of one or more agents over a plurality of communication types are reviewed to determine available agents. One or more profiles are reviewed to assess applicability of one or more agents to receive the inbound communication, whereby an agent may be applicable to handle more than one inbound communication concurrently as determined by their profile. An appropriate agent is then selected based on the availability and applicability of the one or more agents to which the inbound communication is forwarded.